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Work with Genesys CX Insights Reports

Task Age Dashboard

Understand how well each department and process is meeting Service Level Agreements

Related documentation:

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RSS:

- [For private edition](#)



Summary tab

Use the (**CX Insights for iWD** folder) > **Task Age Dashboard** to better understand how well each department and process is meeting Service Level Agreements. The dashboard provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.



Working Age Distribution Over Time tab

This dashboard provides an aging analysis of work, contrasting work that is performed prior to the Service Level being breached with the work that has breached the Service Level Agreement for your departments and processes. This enables you to visualize and analyze how each department and process is meeting their service levels. The dashboard organizes data on the following tabs:

- Summary
- Working Age Distribution Over Time
- Work Completed Interval [15 min]
- Work Completed Interval [8 hr]
- Department And Process By Task Age



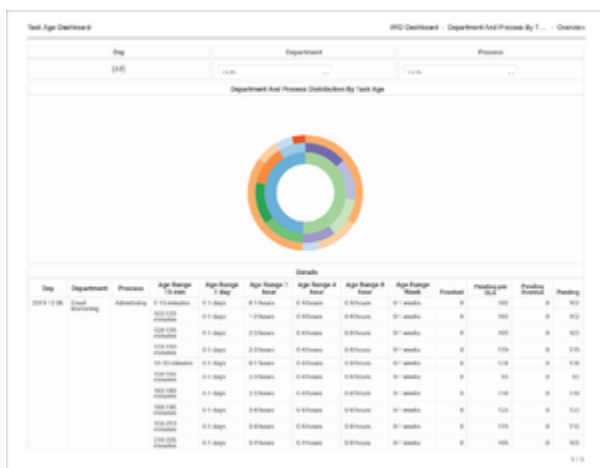
Work Completed Interval [15min] tab

Note that the term *dashboard* is used interchangeably with the term *dossier*. Dashboards provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data in most reports and dashboards by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text and data filtering, and layers of organization.



Work Completed Interval [8hr] tab

To get a better idea of what this dashboard looks like, view sample output from the report:
[Sample Task Age Dashboard.pdf](#)



Department And Process By Task Age tab

The following table explains the prompts you can select when you generate the Task Age Dashboard:

Prompts on the Task Age Dashboard

Prompt	Description
Pre-set Date Filter	Choose a time range from the list, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select one or more departments on which to report.
Process	Optionally, select one or more business processes on which to report.

Media Type	Optionally, select one or more media types for which to gather data into the report.
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The following table explains the attributes used in the Task Age Dashboard:

Attributes in the Task Age Dashboard

Attribute	Description
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.
Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.
Age Range 15 min	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 15-minutes ranges. For information about customizing ranges, see Capture Point Dashboard
Age Range 1 day	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 day ranges.
Age Range 1 hour	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1-hour ranges.
Age Range 4 hour	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 4-hours ranges.
Age Range 8 hour	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 8-hours ranges.
Age Range Week	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 week ranges.

The following table explains the metrics used in the Task Age Dashboard:

Metrics in the Task Age Dashboard

Metric	Description
Finished	The total number of tasks of this classification that were finished during the reporting interval.
Pending pre SLA	The number of pending tasks that are not overdue. Calculated as the difference between the total count of pending tasks, and the total count of overdue tasks.

Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.
Pending	The current number of tasks that were pending (where the task status is not Finished, Rejected, Canceled or Expired) at the end of the reporting interval.

To view more detailed information about the metrics and attributes in this report, and other metrics and attributes that can be used to customize reports, see the [1]*Genesys CX Insights Multicloud Projects Reference Guide*.